



# Shelby County Tennessee

Mayor

Mark H. Luttrell, Jr.,

## Questions & Answers

*Issued: September 30, 2016*

## RFP #17-009-14

## AMBULANCE BILLING & COLLECTION SERVICES

### TO ALL PROSPECTIVE BIDDERS:

The following questions were submitted by potential vendors  
Our answers are listed in **red** below:

1. What is the current fee the AMR is charging Shelby County for the EMS billing services?  
*AMR invoices for services and performs their own collections. They do not charge the county nor does the county collect any revenue.*
2. Are we responsible for buying ePCR hardware and/or paying the annual ESO software costs?  
If so, what is your hardware preference and how many devices?  
*Yes, the county is seeking a turn key deal. ePCR is preferred, 12 devices for ambulances and 9 devices for first responding apparatus (fire engines).*
3. Please provide the net charges for fiscal 2015?  
*None, this will be a startup fire based ambulance service.*
4. Please provide the total collections for 2015?  
*See answer to question 3.*
5. Please provide the average revenue collected per transport for fiscal year 2015?  
*None*
6. Please provide a breakdown of FY 2015 transports by primary payor for the following categories?
  - a. Medicare
  - b. Medicaid
  - c. Commercial Insurance
  - d. Patient Pay*The county does not have this information.*
7. Please provide the average loaded mileage per transport?  
*The county does not have this information.*
8. Please provide the number of transports for each call type for fiscal year 2015?

- a. ALS Emergency
- b. ALS Non-Emergency
- c. BLS Emergency
- d. BLS Non-Emergency
- e. ALS 2
- f. SCT

***The county does not have this information.***

9. Please provide the current charges for each level of service?

- a. ALS Emergency (A0427)
- b. ALS Non-Emergency (A0426)
- c. BLS Emergency (A0429)
- d. BLS Non-Emergency (A0428)
- e. ALS 2 (A0433)
- f. SCT (A0434)
- g. Mileage (A0425)
- h. Treatment No Transport (A0998)

***The county does not have this information.***

10. Please describe your current practice for managing Notice of Privacy Practice (NPP). Will the successful vendor be responsible for mailing NPP's?

***The vendor will be responsible for mailing NPP's.***

***\*\*\*We currently contract our ambulance services to a private vendor. They handle all aspects of the ambulance service. This project is to support the county in starting a fire based ambulance service.\*\*\****

1) What is your preference for the hardware type? Panasonic toughbooks, getac devices or surface pros? Do you need any accessories such as mounts or keyboards?

***The county wants the most durable device with a keyboard.***

2) How many annual transports do you anticipate next year when you begin transporting?

***Approximately 7000***

3) Are you open to a fee as a flat dollar value per transport vs. a percentage of net collections since we don't know the historical billing revenue?

***The county is interested on the percentage of net collections model.***

1. Integration from the EPCR software to the County's Cardiac Monitors:

a. Does the County want an integration from your cardiac monitors to the ESO ePCR system?

***Yes***

b. Which Cardiac Monitors does the County use (LP-15, ZOLL X-Series, Phillips MRX)?

***The county will be using the Phillips MRX.***

2. CAD Integration to EPCR Software:

- a. Is the County interested in having an integration between the ESO ePCR Software and your CAD system?

**Yes**

3. Integration between Fire Software and EPCR Software:

- a. Is the County interested in having an integration between your Fire Software and ESO ePCR software?

**NO**

1. Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts? **Yes**
2. In the most recent fiscal or calendar year, what was the total amount of gross charges generated by the Agency for ambulance charges? ***The county has always contracted a private ambulance service for 911 responses and transports. The private service performs billing and collections. The county does not track this information.***
3. In the most recent fiscal or calendar year, what was the total amount of actual cash reimbursement realized by the Agency for ambulance transports? ***The county does not track this information.***
4. Please provide the charge mix, i.e., the total percentage of charges that were billed to the following four main payer groups.
  - a. Medicare
  - b. Medicaid
  - c. Commercial insurance
  - d. Self-pay accounts***The county does not track this information.***
5. Please provide the payer mix, i.e., the total percentage of charges that were paid by the following four main payer groups.
  - a. Medicare
  - b. Medicaid
  - c. Commercial insurance
  - d. Self-pay accounts***The county does not know the percentage breakdown for each category. From January 1, 2015 – December 31, 2015, the county estimates that the current vendor responded to 10,000 calls and performed 6,200 transports.***
6. Please provide a breakdown of transports
  - a. BLS
  - b. ALS1

- c. ALS2
- d. Specialty Care Transport (SCT)
- e. BLS Non-Emergency
- f. ALS Non-Emergency
- g. Mileage
- h. Air Transport
- i. No Transport/Treat at Scene

***The county does not have this information.***

7. Will the successful vendor be responsible for sending notices of privacy practices? ***Yes***
8. Will the success vendor be responsible for credit card processing fees? ***Yes***
9. Please explain requirements (f) and (g) under the Insurance Requirements section of the RFP. Is the County asking vendors to put up \$1MM in an irrevocable line of credit on a contract whose total value over the 5 year term is likely to be significantly less than \$1MM and, in addition, also supply a performance bond of approximately \$150,000.00 per year?

***Bond or letter of Credit is waived if Collections are deposited upon collection to Shelby County's account and commissions paid to vendor by the County.***

1. Can you clarify the due date? The cover page says October 7<sup>th</sup> while the second page states October 10<sup>th</sup> (also in section V. Proposal Timeline and XI. Proposal Submission A. #4).  
***The RFP is due 10/10/16***
2. Section C. Proposal Format references a downloadable attachment, "The Proposal Response Sheet" which is not on the website (that I could find – please excuse user error if I'm just not seeing it). ***Please see the Proposal Response Cover Sheet as a .pdf file on the website under "Related Documents" for this RFP.***

When will the County's ePCR vendor (ESO) begin sending in the NEMSIS 3 format if not already doing so? ***The County does not currently have an ePCR vendor for ambulance services.***

Will notice directly from Intermedix meet the insurance requirements for notification? ***Yes***

Will the County accept a Crime Insurance Policy of the specified value in lieu of a Performance Bond (f)? ***No, Bond or letter of Credit is waived if Collections are deposited upon collection to Shelby County's account and commissions paid to vendor by the County.***

Is the Irrevocable Letter of Credit required by each proposer with the proposal response or only by the successful proposer after contract award? ***Yes, it is required by each proposer.***

Will the County accept a bond in lieu of the letter of credit? **Yes**

Will the County use a lockbox to facilitate receiving payments directly into your bank account?  
**To be determined**

How many patients were transported in 2015 by AMR? **Approximately 6500**

What was the average mileage per transport in 2015 by AMR? **The County does not have this information.**

Will you be providing non-emergency transports? If so, how many do you anticipate annually?  
**No**

Does the County plan to charge for Treatment No Transport? If yes, what will the County charge for this service? **Yes, to be determined**

When do you expect to begin transporting patients? **January 1, 2017**

Has the County received its Medicare validation NPI# yet?  
**No, The County will apply in October.**

What was your 2015 charge mix by AMR? **Not Available**

What was your 2015 payment mix by AMR? **Not Available**

Will you be providing ALS and BLS services? If so, how many calls of each do you anticipate annually? **Yes, 10,300**

Can you please provide a list of your transport facilities? What percentage of patients are transported by AMR to each? **There are a total of 12 emergency facilities within Shelby County. The county does not have AMR's information.**

Will the awarded contractor for this RFP be billing for the transports provided by the winner of the County's current RFP #17-009-09 for ambulance services? **No, the winner will be billing directly for a County operated EMS system.**

Is AMR currently billing for the transports they perform in the County? **Yes**

1. The RFP lists two different due dates. Which is the correct due date? October 7<sup>th</sup> or October 10<sup>th</sup>?

**OCTOBER 10TH**

2. Who is your current billing vendor?

**THE COUNTY DOES NOT CURRENTLY HAVE A BILLING VENDOR.**

3. What is the current cost of their services to you in dollars and percent?

**SEE ANSWER TO QUESTION 2.**

4. Does your vendor currently provide you with delinquent account collections?

**SEE ANSWER TO QUESTION 2.**

5. If your vendor provides delinquent account collections, what is the current cost of those collections in dollars and percent?

**SEE ANSWER TO QUESTION 2.**

6. If your vendor does not provide delinquent account collections, are you interested in considering bidders to provide collection services?

**YES**

7. Why are you currently going out to bid?

**THE COUNTY MAY POSSIBLY START A COUNTY OPERATED  
AMBULANCE SERVICE.**

8. Are you looking for new ePCR software? If so, what is your preferred solution and how many licenses will you need?

**YES, UP TO 14 LICENSES**

9. Are you looking for new hardware? If so, what is your preferred solution and how many toughbooks (tablets etc.) will you need?

**YES, UP TO 14 TOUGHBOOKS**

10. Will the successful vendor assume responsibility for any backlog of unbilled and/or previously billed accounts?

**YES**

11. How many of the 10,017 responses are billable? nonbillable?



**THE 10,017 RESPONSES RESULTED IN APPROXIMATELY 6,500 TRANSPORTS. THE COUNTY DOES NOT KNOW HOW MANY OF THESE WERE NOT BILLABLE.**

12. Do you bill for residents and non-residents the same?

**YES**

13. What is your anticipated growth or decline in the number of transports for the next few years?

**ESTIMATED GROWTH IS APPROXIMATELY AN INCREASE OF 250-500 TRANSPORTS.**

14. What are your charges for the following services, if applicable?

- a. Air Transport **\$0.00**
- b. No Transport/At Scene **\$TO BE DETERMINED (TBD)**

15. What is your average number of loaded miles per transport?

**THE COUNTY DOES NOT HAVE THIS INFORMATION.**

16. Do you bill for no transports?

**THE COUNTY WILL BILL FOR NON-TRANSPORTS**

17. Do you charge for a base rate mileage only?

**TBD**

18. Does your service itemize other charges?

**NO**

19. Does your service bill for fire calls? **NO**

20. If so, would you like billing services for fire calls as well?

21. What is your 2015 payer mix based on gross charges?

**THE COUNTY DOES NOT HAVE THIS INFORMATION.**

22. What is your 2015 payer mix based on collections?

**THE COUNTY DOES NOT HAVE THIS INFORMATION.**

23. The following financial information we are requesting will be for the previous full year to date.

- a. What are your total charges?
- b. What is your total cash revenue?
- c. What are your total adjustments in dollars?
- d. What are your total mandatory adjustments in dollars? (Mandatory adjustments include Medicare, Medicaid, Worker's Compensation, VA, bankruptcy, intercept, Gunderson, Alliance, Blue Cross/Blue Shield, HIRSP, WEA Trust, Not Medically Necessary, Medical Associates, Tri-Care, and interest offset.)

**THE COUNTY DOES NOT HAVE THIS INFORMATION.**

**24.** Would it be acceptable to submit a redacted copy of our proposal (confidential information already blacked out) for Open Records requests? **YES**

25. Item 8. of the RFP "Minimum Proposer Requirements" is requesting a copy of our last 3 fiscal year audits. This information is confidential and subject to being disclosed during an open records request. Would it be permissible to provide this financial information at the interview, if selected for an interview? If not, would it be permissible to provide the financials on a password-protected CD?

**A PASSWORD PROTECTED CD WILL BE FINE.**

26. Item B. of the RFP "Firms Qualifications/Minimum Requirements" is requesting that at least one reference shall be of a billing account in Tennessee. Will a vendor be disqualified if we do not?

**NO**



27. Would it be permissible to provide evidence of insurance coverage after contract award?

**NO**

28. Business Automobile Liability Insurance is not a normal request for our type of business/services we provide. Is this coverage meant for a construction bid?

**AUTOMOBILE LIABILITY IS NOT NECESSARY.**

29. Will the Primary Contractor be required to give 10% of the contract amount to a locally owned small business if the contract amount exceeds \$250,000? Or is this requirement only for construction bids/projects?

**NO**

Robert S. (Bob) Brenner, Buyer  
Purchasing Department  
Shelby County Government

Cc: Bid File

